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REQUEST FOR PROPOSALS (RFP)

RI08-018

MODOT CUSTOMER SATISFACTION TRACKING – STATEWIDE TELEPHONE

SURVEY: TRACKER MEASURES 5a, 12j, 13c, 17d, 18b

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LIST OF ACRONYMS

MHTC	Missouri Highways and Transportation Commission
MoDOT	Missouri Department of Transportation
RFP	Request for Proposals
STIP	Statewide Transportation Improvement Plan

INTRODUCTION

This Request For Proposal (RFP) seeks proposals from qualified organizations, namely private consultants, universities, and research organizations (hereinafter, Offeror), to furnish the described services to the Missouri Highways and Transportation Commission (MHTC).

Proposal packages must be submitted electronically, by mail or hand delivered to the Organizational Results Contract Administrator, Missouri Department of Transportation, 2217 St. Mary's Boulevard West, PO Box 270, Jefferson City, Missouri 65109. The proposal may be signed electronically and emailed to Karmen.Stockman@modot.mo.gov. Proposals must be time stamped, postmarked or hand delivered by 4:00 pm CST on September 5, 2008. Please reference the project title "**RI 08-018 MODOT CUSTOMER SATISFACTION TRACKING – STATEWIDE TELEPHONE SURVEY:Tracker Measures 5a, 12j, 13c, 17d, 18b**".

MHTC reserves the right to reject any and all proposals for any reason whatsoever. Time is of the essence for responding to the RFP within the submission deadlines.

PROPOSAL (Signature Page)

Printed or Typed Name: _____
Title of Offeror _____
Mailing Address: _____
City: _____ State: _____ Zip: _____
Telephone: _____ Fax: _____
Electronic Mail Address: _____

The Offeror agrees to provide the services under the terms of this RFP.

Authorized Signature of Offeror: _____

Date of Proposal: _____

ACCEPTANCE

This proposal is accepted by MHTC.

Name and Title

Date

SECTION (1):
GENERAL DESCRIPTION AND BACKGROUND

- (A) **Request for Proposal:** This document constitutes a RFP from qualified organizations to provide a statewide evaluation of satisfaction from a general population survey of Missouri adults to MHTC and the Missouri Department of Transportation (**MoDOT**).
- (B) **Background:** The Missouri Department of Transportation (MoDOT) is interested in an independent assessment of its customers' satisfaction statewide. MoDOT seeks to understand, via an annual telephone survey, the impression the general Missouri public has on the timeliness, accuracy, and clarity of the information provided by the department.
- MoDOT's annual phone survey measures a variety of themes – percent of overall customer satisfaction, percent of customers satisfied with transportation options, percent of customers who feel MoDOT includes them in decision making, percent of customers who feel MoDOT provides timely, accurate, and/or understandable information and percent of customers who view MoDOT as Missouri's transportation expert. Furthermore, this survey is refreshed each year by using questions from previous contract years and developing new ones as needs arise. Please see http://www.modot.org/about/general_info/Tracker.htm for details on the measures affected.
- (C) **Fiscal Year:** The fiscal year runs from July 1-June 30.
- (D) **Contract Period:** The project contract period will begin the date the agreement is executed by the MHTC and end August 30, 2011 unless otherwise agreed to by the parties.

- (E) **RFP Schedule of Events:** The following RFP Schedule of Events represents MoDOT's best estimate of the schedule that shall be followed. Unless otherwise specified, the time of day for the following events shall be between 7:30 am and 4:00 pm, CST. MoDOT reserves the right at its sole discretion to adjust this schedule, as it deems necessary.

Schedule of Events
MoDOT posts the RFP on August 1, 2008 to the research website: http://www.modot.mo.gov/services/OR/orRFP.htm
Written comments and/or questions must be postmarked and mailed to the Contract Administrator at 2217 St Mary's Blvd., West, PO Box 270, Jefferson City MO 65109 or faxed to 573-526-4324 or submitted electronically to Karmen.Stockman@modot.mo.gov by August 11, 2008
MoDOT will post the responses to written comments and/or questions by August 21, 2008 on the research website: http://www.modot.mo.gov/services/OR/orRFP.htm .
Deadline for proposal submission is Midnight CST on September 5, 2008 . Please see the Introduction for specific mailing and electronic addresses.
MoDOT will notify the preferred proposal Offeror by September 15, 2008 .
The proposed contract end date will be August 30, 2011 unless the parties agree otherwise.

SECTION (2):
SCOPE OF WORK

(A) **Services:** The successful Offeror shall provide the following services:

1. **Research Objectives:** MHTC is soliciting proposals from qualified organizations, namely private consultants, universities and research organizations to provide a statewide evaluation of satisfaction levels with MoDOT performance from a general population survey of Missouri adults. MoDOT expects this review to result in a final report summarizing the data received by using the following methodology:
2. **Project Requirements/ Deliverables:**
 - a. A statewide, stratified random digit dial telephone general population survey of Missouri adults ensuring there are at least three hundred and fifty respondents from each of MoDOT's ten districts conducted between May 11 and May 22, during each annual survey.
 - b. Overall sample size of approximately 3,100 – 3,500 is determined by relying on a +/- 3-5% margin of error.
 - c. As in previous surveys, overall data must be weighted proportionally to match the true distribution of the Missouri population geographic, gender and age distributions. Samples should reflect gender and age by district. must be reported in terms of previous years to show trends on survey questions with previous information as in the most recent published report.
 - d. Obtain the results, analyze the findings and provide a complete report to MoDOT on or by June 30 of each year. This proposal will be for three years of data collection and analysis.
3. **Services:** The successful Offeror shall provide the following services for a budget no greater than \$75,000 annually or \$225,000 total for three years of service.

(B) **Specific Requirements of the RFP:** The Offeror will provide MoDOT's Contract Administrator a proposed work plan to meet all provisions noted in Section (2), Paragraph (A), adhering to the following specific requirements:

1. Proposal work plans are limited to ten (10) single spaced pages. The entire proposal must include the scope of work, experience pages (attach Exhibit B), personnel pages and reference listing (attach Exhibit A). Proposals should use a font size of no less than eleven (11) points. Organizational charts and resumes are not included in the ten-page limit.
2. Proficiency with and access to Microsoft Word, Access and Excel, as well as SPSS, or other statistical programming software that can accommodate surveys.

3. Offeror must be able to comply with the following proposed schedule of events upon award of contract:

EVENT	RECEIPT DATE
Contractor receives MoDOT's previous year's survey	Upon selection
MoDOT provides contractor with questions for 2009, 2010 and 2011 surveys	March 31, 2009 March 31, 2010 March 31, 2011
Contractor makes calls for telephone survey	May 11-22, 2009 May 10-21, 2010 May 9-20, 2011
Contractor provides MoDOT with top line result data	May 29, 2009 May 31, 2010 May 31, 2011
Contractor provides MoDOT with draft of the annual report	June 30, 2009 June 30, 2010 June 30, 2011
MoDOT provides Contractor with feedback on draft annual report	July 10, 2009 July 9, 2010 July 8, 2011
Annual final report delivered	July 19, 2009 July 18, 2010 July 17, 2011

- (C) **Administration of Program:** The Offeror will consult MHTC's Contract Administrator, as noted in Section (3) regarding any problems involved with the administration of the services provided pursuant to this RFP.

SECTION (3):
AGREEMENT REQUIREMENTS

The following contract provisions shall govern this RFP. The award of this RFP is subject to a post-award negotiated contract or Task Order Form. These same contract provisions are incorporated by reference into the post-award negotiated contract or Task Order Contract. If the parties are unable to agree to terms in the post-award contract or Task Order Contract, MHTC shall reserve the right to cancel the award of the RFP and contract and further select a different Offeror.

(A) **MHTC's Representatives:** MHTC's representatives may designate by written notice other persons having the authority to act on behalf of MHTC in furtherance of the performance of the Agreement.

1. **Contract Administrator:** MoDOT's Contract Administrator is designated, as MHTC's representative for the purpose of administering the provisions of the Agreement as defined in Paragraph (E) of this section. The Contract Administrator is responsible for directing or negotiating any changes in the terms, conditions or amounts specified in the contract on behalf of MHTC. The Offeror shall fully coordinate its activities for MHTC with those of the designated Contract Administrator. The designated Contract Administrator shall be:

Ms. Karmen Stockman
Organizational Results
Missouri Department of Transportation
2217 St Mary's Blvd., West
Post Office Box 270
Jefferson City, MO 65109

Email: Karmen.Stockman@modot.mo.gov

2. **Technical Liaison:** MoDOT's Technical Liaison is responsible for technical coordination, oversight and review of performance and deliverables on behalf of MHTC. As the work of the Offeror progresses, the Offeror shall make advice and information on matters covered by the Agreement available to the Technical Liaison throughout the effective period of the Agreement. The designated Technical Liaison shall be:

Mr. Bill Stone
Organizational Results
Missouri Department of Transportation
2217 St Mary's Blvd., West
Post Office Box 270
Jefferson City, MO 65109

Email: William.Stone@modot.mo.gov

- (B) **Release to Public:** No material or reports prepared by the Offeror shall be released to the public without the prior consent of MHTC's Technical Liaison.
- (C) **Assignment:** The Offeror shall not assign or delegate any interest, and shall not transfer any interest in the services to be provided (whether by assignment, delegation, or novation) without the prior written consent of MHTC's Technical Liaison.
- (D) **Status as Independent Contractor:** The Offeror represents itself to be an independent contractor offering such services to the general public and shall not represent itself or its employees to be an employee of MHTC or MoDOT. Therefore, the Offeror shall assume all legal and financial responsibility for taxes, FICA, employee fringe benefits, workers' compensation, employee insurance, minimum wage requirements, overtime, or other such benefits or obligations.
- (E) **Components of Agreement:** The Agreement between MHTC and the Offeror shall consist of: the RFP and any written amendments thereto, the Standard Solicitation Provisions and General Terms and Conditions that are attached to this RFP, the proposal submitted by the Offeror in the response to the RFP and the post-award contract agreement signed between the parties. However, MHTC reserves the right to clarify any relationship in writing and such written clarification shall govern in case of conflict with the applicable requirements stated in the RFP or the Offeror's proposal. The Offeror is cautioned that its proposal shall be subject to acceptance by MHTC without further clarification.
- (F) **Amendments:** Any change in the Agreement, whether by modification or supplementation, must be accompanied by a formal contract amendment signed and approved by the duly authorized representative of the Offeror and MHTC.
- (G) **DBE/WBE Participation Encouraged:**
1. Offerors are encouraged to submit copies of existing affirmative action programs, if any. Offerors are also encouraged to directly hire minorities and women as direct employees of the Offeror. MHTC reserves the right to consider the use of minority and female employees when making the award of the Agreement.
 2. Regardless of which persons or firms, if any, that the Offeror may use as subcontractors, sub consultants, or suppliers of goods or services for the services to be provided, the Offeror ultimately remains responsible and liable to MHTC for the complete, accurate and professional quality/performance of these services.
- (H) **Nondiscrimination:** The Offeror shall comply with all state and federal statutes applicable to the Offeror relating to nondiscrimination, including, but not limited to, Chapter 213, RSMo; Title VI and Title VII of Civil Rights Act of 1964 as amended (42 U.S.C. Sections 2000d and 2000e, *et seq.*); and with any provision of the "Americans with Disabilities Act" (42 U.S.C. Section 12101, *et seq.*).

- (I) **Executive Order:** The Consultant shall comply with all the provisions of Executive Order 07-13, issued by the Honorable Matt Blunt, Governor of Missouri, on the sixth (6th) day of March, 2007. This Executive Order, which promulgates the State of Missouri's position to not tolerate persons who contract with the state engaging in or supporting illegal activities of employing individuals who are not eligible to work in the United States, is incorporated herein by reference and made a part of this Agreement.
- (1) By signing this Agreement, the Consultant hereby certifies that any employee of the Consultant assigned to perform services under the contract is eligible and authorized to work in the United States in compliance with federal law.
- (2) In the event the Consultant fails to comply with the provisions of the Executive Order 07-13, or in the event the Commission has reasonable cause to believe that the Consultant has knowingly employed individuals who are not eligible to work in the United States in violation of federal law, the Commission reserves the right to impose such contract sanctions as it may determine to be appropriate, including but not limited to contract cancellation, termination or suspension in whole or in part or both.
- (J) **Incorporation of Provisions:** The Consultant shall include the provisions of Section (3), Paragraph (I) of this Agreement in every subcontract. The Consultant shall take such action with respect to any subcontract as the Commission may direct as a means of enforcing such provisions, including sanctions for noncompliance.
- (K) **Bankruptcy:** Upon filing for any bankruptcy or insolvency proceeding by or against the Offeror, whether voluntarily, or upon the appointment of a receiver, Offeror, or assignee, for the benefit of creditors, MHTC reserves the right and sole discretion to either cancel the Agreement or affirm the Agreement and hold the Offeror responsible for damages.
- (L) **Law of Missouri to Govern:** The Agreement shall be construed according to the laws of the state of Missouri. The Offeror shall comply with all local, state and federal laws and regulations relating to the performance of the Agreement.
- (M) **Cancellation:** MHTC may cancel the Agreement at any time by providing the Offeror with written notice of cancellation. Should MHTC exercise its right to cancel the Agreement for such reasons, cancellation will become effective upon the date specified in the notice of cancellation sent to the Offeror.
- (N) **Venue:** No action may be brought by either party concerning any matter, thing or dispute arising out of or relating to the terms, performance, nonperformance or otherwise of the Agreement except in the Circuit Court of Cole County, Missouri. The parties agree that the Agreement is entered into at Jefferson City, Missouri, and substantial elements of its performance will take place at or be delivered to Jefferson City, Missouri, by reason of which the Offeror consents to venue of any action against it in Cole County, Missouri.

- (O) **Ownership of Data and Reports:** All documents, data, reports, exhibits, surveys, etc. produced by the Offeror at the direction of MHTC's representatives and information supplied by MHTC's representatives shall remain the property of MHTC.
- (P) **Confidentiality:** The Offeror shall not disclose to third parties confidential factual matters provided by MHTC's representatives except as may be required by statute, ordinance, or order of court, or as authorized by MHTC's representatives. The Offeror shall notify MHTC immediately of any request for such information.
- (Q) **Nonsolicitation:** The Offeror warrants that it has not employed or retained any company or person, other than a bona fide employee working for the Offeror, to solicit or secure the Agreement, and that it has not paid or agreed to pay any percentage, brokerage fee, gift, or any other consideration, contingent upon or resulting from the award or making of the Agreement. For breach or violation of this warranty, MHTC shall have the right to annul the Agreement without liability, or in its discretion, to deduct from the Agreement price or consideration, or otherwise recover the full amount of such fee, commission, percentage, brokerage fee, gift or contingent fee.
- (R) **Conflict of Interest:** The Offeror covenants that it presently has no actual conflict of interest or appearance of conflict of interest and shall not acquire any interest, directly or indirectly, which would conflict in any manner or degree with the performance of the services under this Agreement. The Offeror further covenants that no person having any such known interest shall be employed or conveyed an interest, directly or indirectly, in this Agreement.
- (S) **Maintain Papers:** The Offeror must maintain all working papers and records relating to the Agreement. These records must be made available at all reasonable times at no charge to MHTC and/or the Missouri State Auditor during the term of the Agreement and any extension thereof, and for three (3) years from the date of final payment made under the Agreement.
- (1) MHTC's representatives, as noted in Section (3), Paragraph (A), shall have the right to reproduce and/or use any products derived from the Offeror's work without payment of any royalties, fees, etc.
- (2) MHTC's representatives, as noted in Section (3), Paragraph (A), shall at all times have the right to audit any and all records pertaining to the services.
- (T) **Indemnification:** The Offeror shall defend, indemnify and hold harmless the Commission, including its members and department employees, from any claim or liability whether based on a claim for damages to real or personal property or to a person for any matter relating to or arising out of the Offeror's performance of its obligations under this Agreement. Any requirement of the Offeror that MHTC indemnify and hold harmless the Offeror in its response to this RFP or in the post-award contract will result in the Offeror's response being deemed non-responsive and will be rejected.

(U) **Insurance:** Prior to contract signing, the Offeror may be asked about its ability to provide certificates of insurance which meet, or approach, the following coverage:

- | | | |
|-----|--|---|
| (1) | General Liability | Not less than \$400,000 for any one person in a single accident or occurrence, and not less than \$2,500,000 for all claims arising out of a single occurrence; |
| (2) | Automobile Liability | Not less than \$400,000 for any one person in a single accident or occurrence, and not less than \$2,500,000 for all claims arising out of a single occurrence; |
| (3) | Missouri State Workmen's Compensation policy or equivalent in accordance with state law. | |

SECTION (4):
PROPOSAL SUBMISSION INFORMATION

- (A) **SUBMISSION OF PROPOSALS:** Proposal work plans are limited to ten (10) single spaced pages. The entire proposal must include the scope of work, experience pages, personnel pages, and reference listing. Proposals should use a font size of no less than eleven (11). Organizational charts and resumes are not included in the ten-page limit.
- (1) **Signature:** Proposals should be signed and returned (with necessary attachments) to the Contract Administrator as provided in this RFP, Section (3), Paragraph (A). Specifically, any form containing a signature line in this RFP and any amendments, etc., must be either electronically or manually signed and returned as part of the proposal.
- (2) **Submission of All Data Required:** The Offeror must respond to this RFP by submitting all data required in Section (4), Paragraph (B) below for its proposal to be evaluated and considered for award. Failure to submit such data shall be deemed sufficient cause for disqualification of a proposal from further consideration.
- (3) **Public Inspection:** The Offeror is hereby advised that all proposals and the information contained in or related thereto shall be open to public inspection post contract award, and that MHTC does not guarantee nor assume any responsibility whatsoever in the event that such information is used or copied by individual person(s) or organization. Therefore, the Offeror must submit its proposal based on such conditions without reservations.
- (4). **Clarification of Requirements:** Any and all questions regarding specifications, requirements, competitive procurement process, or other questions can be submitted either in electronic or written format and directed to the Contract Administrator at Karmen.Stockman@modot.mo.gov or Missouri Department of Transportation, 2217 St. Mary's Blvd., West, PO Box, Jefferson City Missouri 65109 or fax (573) 526-4324. These items should be hand delivered, postmarked, emailed or faxed no later than August 11, 2008.

(B) REQUIRED ELEMENTS OF PROPOSAL

- (1) **Work Plan:** The proposal must include a work plan to accomplish the Scope of Work as outlined in Section (2).
- (2) **Experience:** The proposal must clearly identify the Offeror's experience in offering the services requested in this RFP during the past three (3) years. The description should include a list of the agencies that your institution has served or currently serves. The description should also include the curriculum vitae of the principal investigator, which could include:
- a. Education

- b. A selection of articles relating to the applicable subject matter.
- c. A selection of salaried, contract, or extension projects performed relating to the applicable subject matter that demonstrates the principal investigator's expertise using surveys. The Offeror should provide the following information related to previous and current services/contracts performed by the Offeror's organization and any proposed subcontractors which are similar to the requirements of this RFP:
 - i. Name, address, and telephone number of client/contracting agency and a representative of that client/agency who may be contacted for verification of all information submitted;
 - ii. Dates of the service/contract; and
 - iii. A brief, written description of the specific prior services performed and requirements thereof.
 - iv. The above information may be shown on the form attached as Exhibit A "Prior Experience" to this RFP or in a similar manner.

(3) Personnel: Please indicate the name, location, telephone number, fax number and email address of the primary contact person for the Offeror. Information presented in this section should highlight the Offeror's previous experience, as well as any work with other state agencies or local governments in Missouri. The Offeror must furnish a complete listing of each subconsultant, if any, and complete contact information for that subconsultant. The Offeror may utilize Exhibit B "Personnel Expertise Summary" for summarizing the personnel information and should submit detailed resumes for proposed key personnel.

- a. Offeror should provide an organizational chart showing the staffing and lines of authority for the key personnel to be used. The relationship of service personnel to management and to support personnel should be clearly illustrated.
- b. If personnel are not yet hired, the Offeror should provide detailed descriptions of the required employment qualifications; and detailed job descriptions of the position to be filled.
- c. The Offeror should submit a copy of all licenses and/or certifications for all proposed personnel which may be required by state, federal, and/or local law, statute, or regulation in the course of performance of the Offeror's profession. If not submitted with the proposal, MoDOT reserves the right to request and obtain a copy of any license or certification required to perform the defined services prior to contract award.

- (4) **References:** Proposals should indicate the name, title and telephone number of at least three officials of clients within the past three years.

(C) **EVALUATION CRITERIA AND PROCESS:**

- (1) **Evaluation Factors:** Any agreement for services resulting from this RFP shall be awarded to the Offeror providing the best proposal to MHTC. All awards will be made by a qualification based process. After determining responsiveness, proposals will be evaluated in accordance with the following criteria:
- a. Research problem is understood and expressed clearly in the response.
 - b. The proposed approach appears feasible in solving the problem.
 - i. Proposals will be subjectively evaluated based on the Offeror's distinctive plan for performing the requirements of the RFP. Therefore, the Offeror should present a written narrative, which demonstrates the method, or manner in which the Offeror proposes to satisfy these requirements. The method by which the proposed method of performance is written is left to the discretion of the Offeror.
 - ii. The following method is recommended, but not required: Identify each specific paragraph and subparagraph of the Contract Requirements by paragraph and page number as an item for discussion. Immediately below these numbers, write a description of how, when, by whom, with what, to what degree, why, where, etc., the requirements will be satisfied.
 - iii. The proposal is clear, well written and results in a sense of confidence that the Offeror could complete the task. The language of the narrative should be straightforward and limited to facts, solutions to problems, and plans of action.
 - c. Experience, reliability and expertise of personnel
 - i. Experience and reliability of the Offeror's organization are considered subjectively in the evaluation process. Therefore, the Offeror is advised to submit any information, which documents successful and reliable experience in past performances, especially those performances related to the requirements of this RFP.
 - ii. The qualifications of the personnel proposed by the Offeror to perform the requirements of this RFP, whether from the Offeror's organization or from a proposed subcontractor, will be subjectively evaluated. Therefore, the Offeror should submit detailed

information related to the experience and qualifications, including education and training, of proposed personnel.

d. Previous performance of the personnel and or organization

- (2) **Historic Information:** MHTC reserves the right to consider historic information and facts, whether gained from the Offeror's proposal, question and answer conferences, references, or other sources, in the evaluation process.
- (3) **Responsibility to Submit Information:** The Offeror is cautioned that it is the Offeror's sole responsibility to submit information related to the evaluation categories and that MHTC's representatives are under no obligation to solicit such information if it is not included with the Offeror's proposal. Failure of the Offeror to submit such information may cause an adverse impact on the evaluation of the Offeror's proposal.

SECTION (5): EXHIBITS

Attach as many sheets as necessary

EXHIBIT A

PRIOR EXPERIENCE

1) Prior Services Performed:

Company Name:

Address:

Contact Name:

Telephone Number

Description of Services: (include dates):

1) Prior Services Performed:

Company Name:

Address:

Contact Name:

Telephone Number

Description of Services: (include dates):

EXHIBIT B
PERSONNEL EXPERTISE SUMMARY

Attach resumes for key personnel as well as
licenses and certifications *for all* proposed personnel.

Personnel	Background and Expertise of Personnel
<i>Name:</i>	
<i>Title:</i>	
<i>Name:</i>	
<i>Title:</i>	
<i>Name:</i>	
<i>Title:</i>	
<i>Name:</i>	
<i>Title:</i>	
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